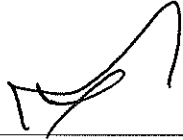
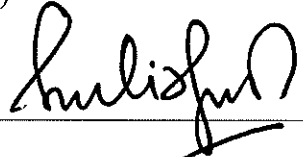




## MANAGEMENT OF CAPACITY PLANNING

Prepared By:-	Approved By:-
(Signature) 	(Signature) 
Name : Syed Mohd. Hazrul bin Syed Salim	Name : Nurmaliza binti Jumaat
Position: Deputy Information Technology Officer, Information Technology Division	Position: Director, Information Technology Division
Date : 29/8/2024	Date : 29/8/2024

## 1.0 OBJECTIVE

The purpose of this procedure is to outline the management of capacity planning for the ICT services in IIUM.

## 2.0 SCOPE

This procedure covers the entire scope of work and processes for the management of capacity planning for the ICT services as defined in Appendix A.

Each ICT service stated in Appendix A will have its own dedicated plan for conducting performance monitoring and capacity planning tasks.

## 3.0 ACCOUNTABILITY

Infrastructure Services Section, Information Technology Division.

## 4.0 ABBREVIATION (If any)

- 4.1 ITD : Information Technology Division
- 4.2 ITD Management : Chief Digital/ Information Officer, ITD Director, ITD Deputy Directors, Team Leaders
- 4.3 AITO : Assistant Information Technology Officer

## 5.0 REFERENCE

- 5.1 ICT Regulations
- 5.2 List of ICT Critical Services

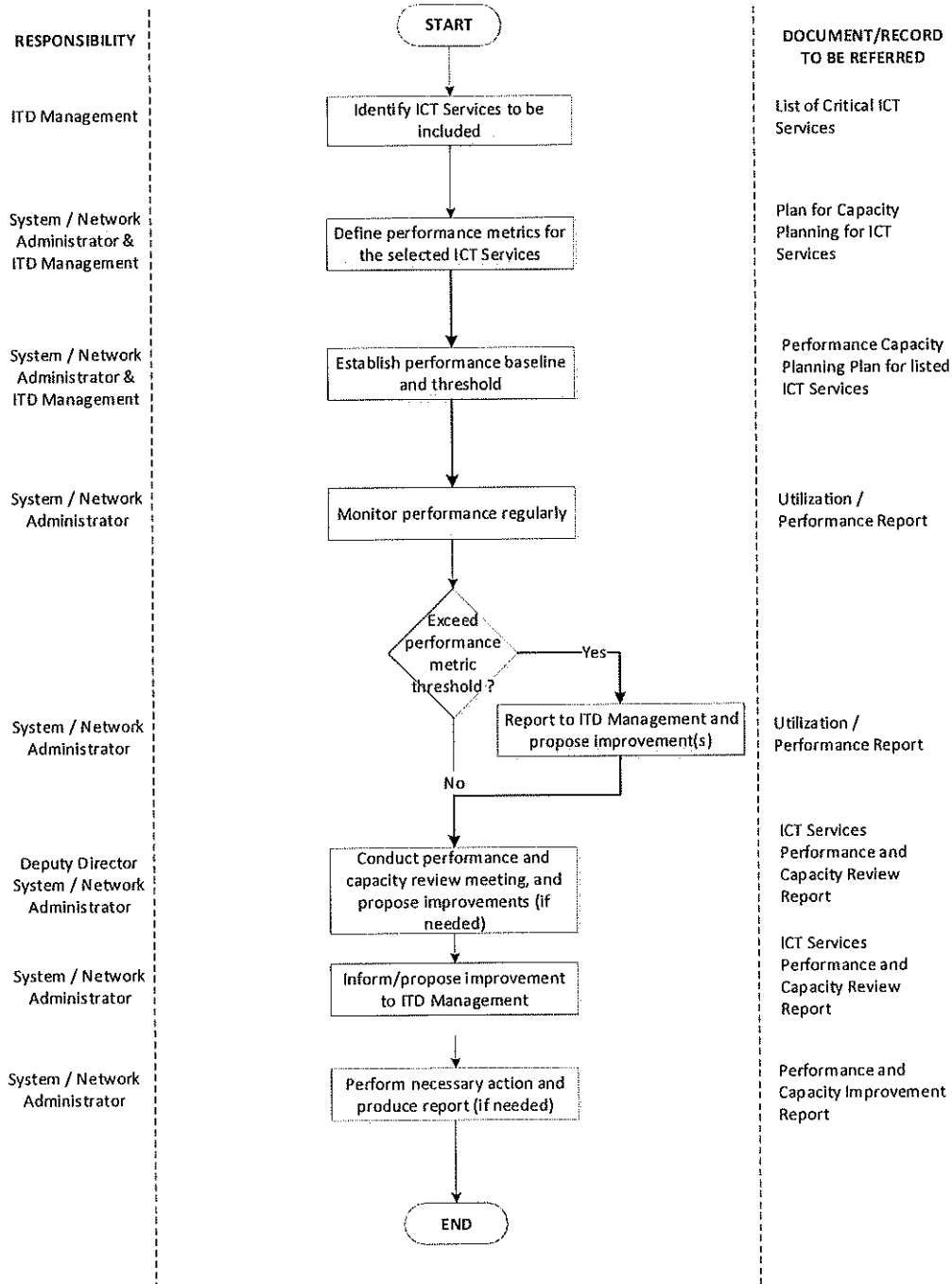
## 6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	Plan for Performance Monitoring and Capacity Planning for ICT Services	Online Folder	3 years	System/Network Administrator
2.	ICT Services Performance and Capacity Review Report	Online Folder	3 years	System/Network Administrator

### 7.0 PROCESS FLOW

**MANAGEMENT OF CAPACITY PLANNING**  
 Responsibility and Detailed Procedure:

Version No. 01  
 Revision No. 00  
 Effective Date: 10/2024



## Appendix A – Performance Monitoring and Capacity Planning

<b>No.</b>	<b>Service</b>
1	IIUM Website
2	Clinic System PAC Server
3	Server Virtualization Infrastructure
4	Email Service
5	Imaluum Portal
6	External DNS
7	Bandwidth and IPVPN
8	Firewall
9	IIUM Database Infrastructure